ITIL Change, Configuration & Release Management
Agency Impacts and Challenges

March 13, 2007

IT INFRASTRUCTURE PARTNERSHIP

VITA   NORTHROP GRUMMAN

Agenda

- What is ITIL and how can it help you?

- Objectives of Phase 1 Change, Configuration and Release Management

- What are the impacts to an Agency?

- What are the benefits of ITIL Change Management for your Agency?

- How fast will change requests be processed?

- Roll Out Schedule

- ITIL Phase 1 Next Steps

- What are the Implementation Challenges at Agencies

- ITIL information sources

ITIL: What is it and how can it help you?

- ITIL stands for Information Technology Infrastructure Library

- ITIL is a guidance to establish and manage quality IT processes

- ITIL will address IT business problems that are caused by unmanaged change (e.g. long time spent identifying root cause of IT problems)

- The ITIL implementation project is comprised of 10 processes:

  – Change Management   – Capacity Management

  – Configuration Management   – Availability Management

  – Release Management   – Security Management

  – Incident Management   – Service Level Management

  – Problem Management   – Security Management

- Phase 1 will deploy 3 of these processes: Change Management, Configuration Management and Release Management

Objectives of ITIL Change, Configuration and Release Management

- **Protect your infrastructure through controlled change**

  – **Reduce incidents and downtime generated by change**

- **Ensure rapid response to IT change**

- **Ensure IT changes achieve their objectives**

- **Deploy multiple IT changes simultaneously**

- **Provide central source of all infrastructure and service management information**

  – **Maintain accurate status of all elements of infrastructure**

  – **Know the environment at all times**

What are the impacts to an Agency?

- Impact to Agencies: Change Requests are required for any addition, modification or removal of IT components in, to or out of the in-scope _Production_ IT infrastructure

  - Agency Application Software Changes and Hardware Changes require change requests - Third party participation required

  - Flexible: Emergency, Standard, Minor and Major Change Categories

- Agencies continue to use current Software Engineering processes for Change and Configuration Management

- Agency Software Releases need to be coordinated with ITP Release Management for Planning, Build and Roll Out of Release

  - Triggered by Change Request

- The VITA EA and ITP ITIL team will need to validate Agency application information to support Configuration Management

What are the benefits of ITIL Change Management for your agency?

- **Availability instead of instability - #1 indicator of Customer Satisfaction**
  - Less impact of failed changes
  - Fewer incidents caused by change
  - Quicker resolution times
- **Effectiveness instead of trial and error**
  - Greater percentage of successful changes
  - Faster successful change implementation
- **Agility instead of bureaucracy**
  - More changes implemented on schedule
  - More changes implemented in a given time period
- **Efficiency instead of wasted resources**
  - Less labor spent on rework & unplanned work
  - Reduced unnecessary "urgent" changes

How fast will change requests be processed?

Change Class	Criteria	Expected Approval
Emergency	• Unplanned changes • Service is down, requires immediate attention to restore • Always High Priority	• Emergency CAB (ECAB) approves • As soon as the ECAB can be contacted • Immediately to same day
Major	• Planned changes of higher complexity • Service has *potential* to be impacted, but planning and scheduling mitigate outage	• Scheduled CAB approves • 1-5 days
Minor	• Planned changes of lower to medium complexity • Service generally not impacted.	• Change Manager approves, or • Scheduled CAB approves • 1-5 days
Standard	• Planned, routine changes • No impact to services • Low impact, Low priority changes typically repeated and well known	Pre-approved

Roll Out Schedule
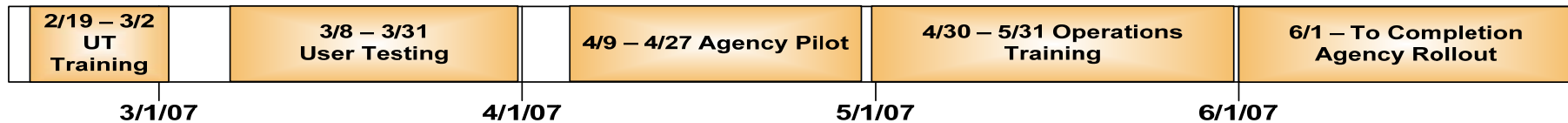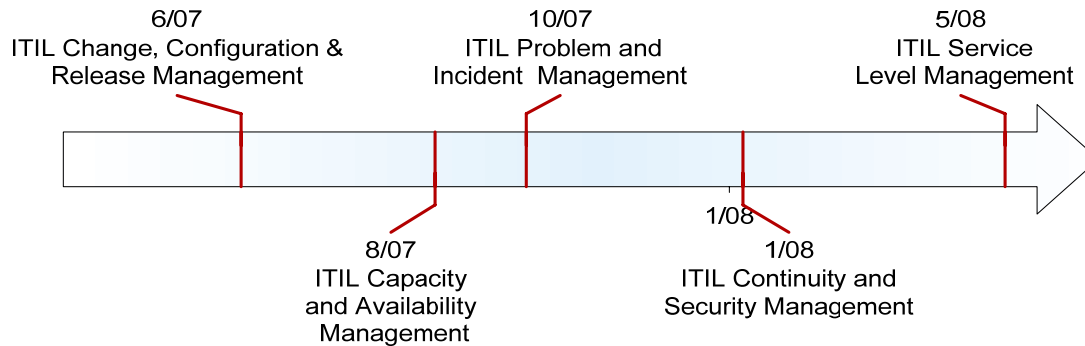
Phase 1 Key Dates: ITIL Change, Configuration and Release Management

- User Test Agency Training: 2/19/07 – 3/2/07
- User Test: 3/5/07 to 3/30/07
- Process Roll Out:
  - Agency Pilot - April
  - 1st ITP VITA Central, 2nd ITP East/Central/West Regions - May
  - Other Agencies – June & beyond Per TBD Schedule

ITIL Phase 1 Next Steps

- AITR to Identify Agency ITIL process Point of Contacts

- ITIL team work with agency Transformation Points of Contact to define list of the agency personnel that will be requesting and implementing changes and releases

- ITIL team gather agency input regarding the implementation of ITIL processes in your agency – Who, When, How

- ITIL team provides ongoing updates through the various Transformation communication channels

What are the Implementation Challenges at Agencies?

- Perceived negative outcome:
  - ✓ Fear of the unknown

- Fear of more work:
  - ✓ Changing personal conceptions

- Habits must be broken:
  - ✓ Change has many interrelated consequences

- Lack of communication:
  - ✓ Explain why change is necessary

- Failure to align with the organization as a whole:
  - ✓ Align with structure, systems, culture, skills etc.

- Employee rebellion:
  - ✓ We don't mind change as much as we mind the (perceived) loss of control

ITIL Information Sources

There are multiple sources for you to obtain more information about ITIL:

- Agency Customers: Go to http://www.vita.virginia.gov/itpartnership/meetings.cfm

- ITP and VITA 3.0 employees: ITIL page on VITAWeb contains ITIL information: Go to https://vitaweb.virginia.gov/C2/ITIL/default.aspx

  – Use your DITLAN account to access the site

- Future COIN meetings – next March 21, April 25

- Monthly AITR meetings

- Transformation Kick-Off meetings

- Monthly newsletters (e.g. IT Partnership News)

- VITA Transformation POC
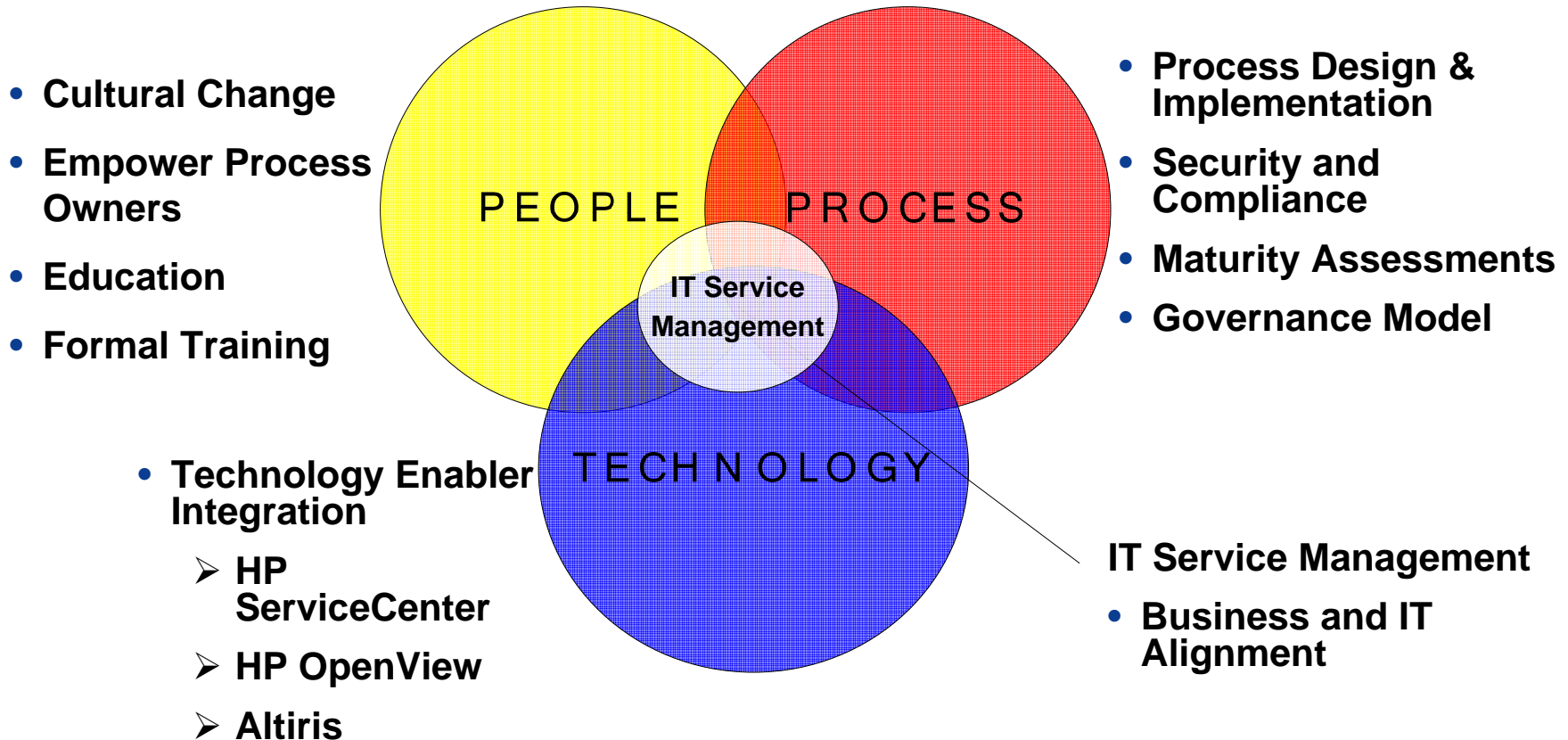
- ITIL Change Champions

Backup Slides

February 15, 2007

Program Approach to IT Service Management

- **Cultural Change**

- **Empower Process Owners**

- **Education**

- **Formal Training**

- **Technology Enabler Integration**
  - ➤ **HP ServiceCenter**
  - ➤ **HP OpenView**
  - ➤ **Altiris**

PEOPLE

PROCESS

TECHNOLOGY

IT Service Management

- **Process Design & Implementation**

- **Security and Compliance**

- **Maturity Assessments**

- **Governance Model**

IT Service Management

- **Business and IT Alignment**

VITA intends to use a combination of ITIL® as the process framework, CobiT and ISO/IEC 20000 for the overarching controls and governance.

Change Management

- Use standardized methods and procedures

- Efficient and prompt handling of all Changes

- Minimize the impact of any related Incidents upon service

Change
   Any addition, modification or removal of IT components in, to or out of the IT infrastructure

Configuration Management

- Make Accurate information Accessible (physically but also logically) to everybody who needs it in a Timely manner

- Enable control of the infrastructure by monitoring and maintaining information on all resources needed to deliver services, their status, history and relationships
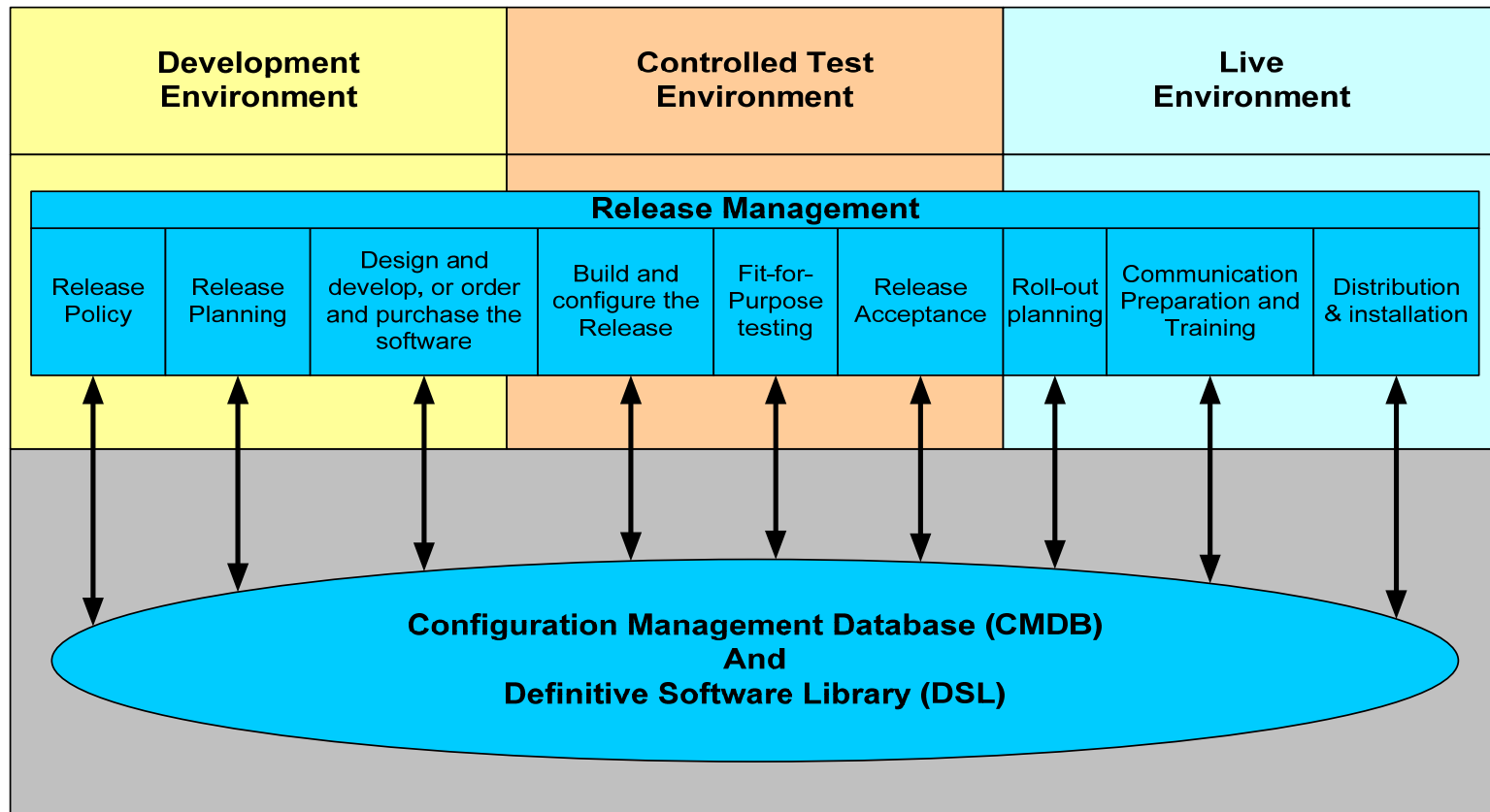
Configuration Item
An IT Infrastructure component that is (a) Needed for a Service, (b) Uniquely identifiable, (c) can be changed, and (d) can be managed
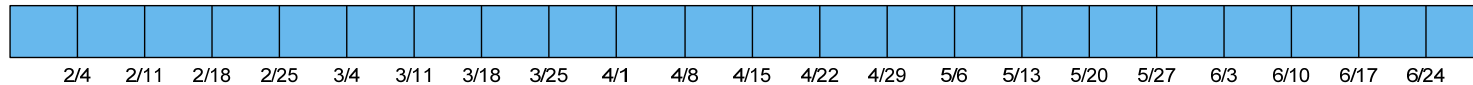
Release Management

Development Environment			Controlled Test Environment			Live Environment		
Release Management								
Release Policy	Release Planning	Design and develop, or order and purchase the software	Build and configure the Release	Fit-for-Purpose testing	Release Acceptance	Roll-out planning	Communication Preparation and Training	Distribution & installation

Configuration Management Database (CMDB) And Definitive Software Library (DSL)

Release

A package of one or more approved Changes

TR053 ITIL® Optimization Project – 6 Month High Level View

2/4 2/11 2/18 2/25 3/4 3/11 3/18 3/25 4/1 4/8 4/15 4/22 4/29 5/6 5/13 5/20 5/27 6/3 6/10 6/17 6/24

Phase I – ITIL® Process Design – Change, Release & Configuration Management

Acceptance – Accepted 2-6

Tool Configuration – Change, Release & Configuration Management

Configure Tool

Functional Test

Change, Release & Configuration Management – Implementation

Training
Development

Select
Agencies
Training

Select AgencyUser
Test

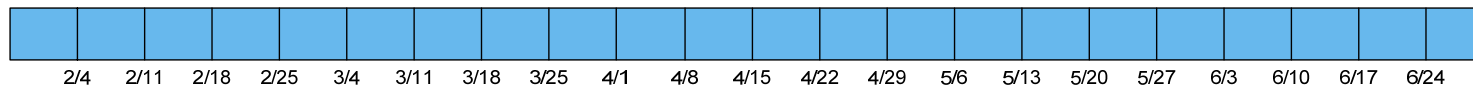Rollout to ITP and Agency Pilot

Agency Roll Out

Phase II - ITIL® Process Design for Incident, Problem, Capacity & Availability Management

Planning

Process Design

2/4 2/11 2/18 2/25 3/4 3/11 3/18 3/25 4/1 4/8 4/15 4/22 4/29 5/6 5/13 5/20 5/27 6/3 6/10 6/17 6/24

What are the Implementation Challenges at Agencies?

- Brainstorm potential challenges – 5 minutes

- Brainstorm potential solutions – 5 minutes